

Docket No. 119645-00102.11

JUL 27 2006



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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In Re Application of: Michael P. LILLY et al.

GAU: 3623

Serial No: 09/690,566

Examiner: Beth Van Doren

Filed: October 17, 2000

**For: SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT**

## Commissioner for Patents

P.O. Box 1450

Alexandriá, VA 22313-1450

Sir:

Transmitted herewith is an amendment in the above-identified application.

- No additional fee is required

This application qualifies for small entity status. 37 C.F.R. §1.27.

Additional documents filed herewith: Petition for Extension of Time (3 months)  
Notice of Loss of Entitlement to Small Entity Status

Claims	Claims Remaining	Highest Number Prev. Paid		Number of Extra Claims	Rate	Fee
Total	5	20	-20	0	\$50	\$0.00
Independent	1	3	-3	1	\$200	\$0.00
		<input type="checkbox"/> Multiple Dependent Claims		\$360		\$0.00
		TOTAL OF ABOVE CALCULATIONS				\$0.00
		<input type="checkbox"/> Reduction by 50% for filing by Small Entity				\$0.00
		<input type="checkbox"/> Recordation of Assignment		\$40.00		\$0.00
				TOTAL		\$0.00

- A check in the amount of \$ 0.00 is attached.

Please charge any additional Fees for the papers being filed herewith and for which no check is enclosed herewith, or credit any overpayment to deposit Account No. 23-2185. A duplicate copy of this sheet is enclosed.

If these papers are not considered timely filed by the Patent and Trademark Office, then a petition is hereby made under 37 C.F.R. §1.136, and any additional fees required under 37 C.F.R. §1.136 for any necessary extension of time may be charged to Deposit Account No. 23-2185. A duplicate copy of this sheet is enclosed.

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Date: July 27, 2006

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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

IN re Application of: Michael P LILLY Confirm. No.: 1577  
Serial No.: 09/690,566 Grp. Art Unit 3623  
Filed: October 17, 2000 Examiner: Beth Van Doren  
For: SYSTEM AND METHOD FOR  
DETERMINING AND REDUCING  
CUSTOMER SERVICE IMPACT

**NOTICE OF LOSS OF ENTITLEMENT  
TO SMALL ENTITY STATUS**

COMMISSIONER FOR PATENTS  
P.O. BOX 1450  
ALEXANDRIA, VA. 22313-1450

SIR:

The above-identified application was assigned to the present Applicant on December 27, 1999 at Reel/Frame 010507/0008. Applicant requests removal of small entity status pursuant to 37 CFR 1.27(g)(2). However, pursuant to 37 CFR 1.27(g)(1), small entity fees may be paid without regard to a change in status until the issue fee is due. Nonetheless, the Director is hereby authorized to charge any fees which may be required, or credit any overpayment, to Deposit Account No. 23-2185.

Respectfully submitted,

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By: 

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